

# City **MANAGER'S** M E S S E N G E R



City of  
*Fayetteville*  
North Carolina

**March 9, 2016**

## **CITY COUNCIL SCHEDULE**

### 3/11/2016

City Council Special Meeting, 5 p.m.,  
City Hall Lafayette Room

### 3/14/2016

City Council Meeting, 7 p.m.,  
City Hall Council Chamber

### 3/16/2016

City Council Special Meeting, 5 p.m.,  
City Hall Lafayette Room

## **City Manager's Office**

- Attended the North Carolina League of Municipalities LAC/RAC 2016 Legislative Kickoff meeting in Raleigh
- Participated in the Association of Defense Communities (ADC) Installation Innovation Forum. Fayetteville's Intergovernmental Support Agreement (IGSA) with Fort Bragg for cleaning the ASOM was featured along with Cumberland County's Animal Control IGSA as the first two in the Army. This model will create opportunities for us, and for other communities, to strengthen Army-community partnerships



## **OPERATIONS PORTFOLIO**

### **Fire**

- The Fayetteville Fire/Emergency Management Department conducted a Recruitment Workshop on Saturday, Feb. 27 at our Airport Training Center. The workshop focused on methods that candidates can apply during the hiring process to improve their performance. Topics covered an overview of the hiring process, hands-on physical ability practice testing and a sample of the written exam. Two sessions were conducted and over 50 future candidates participated. The department is currently working to conduct a hiring process in the April/May 2016 timeframe
- The State of North Carolina awarded the renewal of the Hazardous Materials Regional Response Team 3 contract to the Fayetteville Fire/Emergency Management Department this past week. The contract covers hazardous materials response for 11 surrounding counties. Fayetteville has been awarded this contract since its inception in 1992. The contract provides State funding to assist with equipment and training needs. Fayetteville is one of seven Regional Hazardous Materials Response Teams in the state that include Raleigh, Charlotte, Asheville, Wilmington, Greensboro and Williamston
- Suppression units responded to several working fires that included an apartment fire at 2824 Amelia Drive off Levy Drive, residential fires at 5221 Longbranch Drive in the Foxfire subdivision, 500 Fair St. in Massey Hill, 207 Campbell Ave. in the downtown district and 106 Quincy St. off Ramsey Street. No injuries were reported on any of the fires and the American Red Cross was called to assist a total of 4 adults and 2 children in these incidents

### **Environmental Services**

- The department completed limb collection from the Jan. 22 ice storm. The department has collected 8,787 tons of limbs due to the ice storm
- The request for proposals for outsourcing 857 households in west Fayetteville is being developed
- **Study and Proposal:** The Duke Behavioral Economics Team's project to study different methods of informing residents about cart placement at the curb is underway. The field work for the study will take about 5 weeks. The director and the consultant, GBB, met with Fort Bragg and Corvias to gather information to develop a waste collections proposal

### **HONORABLE RECOGNITION**

- A citizen called to express her appreciation for a staff member collecting yard waste in Cottonade. They removed a very large limb with the containerized waste. She knows that many people will call to complain if something goes wrong, but very few take the time to share their thanks when staff has gone above and beyond
- Mrs. Lassiter from 3217 Glasgow Drive called to thank the regular yard waste crew. She said that the staff member that is on the back of the truck always rolls her cart in for her. He has been doing this for more than a year

*(Continued)*

## OPERATIONS PORTFOLIO (continued)

### Airport

- City Council and the Airport Commission were briefed on the 50% completion of Airline Terminal Design Renovations
- Brad and Toney traveled to the Memphis Airport District Office to discuss terminal funding and other Airport initiatives with FAA
- Received FAA approval to “use” PFCs in the amount of \$2.8 million for terminal renovation project

### Police

- The Fayetteville Police Department’s Special Victims Unit achieved “Partner in Prevention,” a nationally-recognized public standard to end child sexual abuse (CSA). The designation was awarded for the FPD’s commitment to protecting children by training 90% of its staff and volunteers on how to prevent, recognize the signs and react responsibly to CSA. “Partner in Prevention” was created as a national standard to help parents and caregivers recognize organizations who take CSA prevention seriously by implementing policy and training staff. The training and designation award is provided by the Charleston, S.C.-based Darkness to Light (D2L). D2L has championed the movement to end CSA since its founding in 2000 and now has education programs in 49 states and 15 foreign countries. “We’re proud to have earned this distinction; our detectives investigated over 100 sexual abuse cases last year. These dedicated detectives have volunteered to work these types of cases, which are at times heart-wrenching, to be the voices of the children who have no voice,” said Chief Harold Medlock. D2L’s training curriculum points out that CSA is pervasive in a society where it is repressed and not discussed. Thousands of organizations across the U.S. and Canada are now seeking out a dialogue for prevention and they are sending parents and the community a message with the Partner in Prevention distinction. The Fayetteville Police Department is dedicated to protecting children from abuse, neglect, exploitation and violence
- FPD Captains Lars Paul and Laura Downing, and Lt. Daniel Belden, along with Assistant District Attorney Worth Paschal of the Cumberland County DA’s office, and Dr. Robert Brown of N.C. Central University attended a LEAD (Law Enforcement Assisted Diversion) policy meeting in Santa Fe, N.M. LEAD is a pre-arrest diversion program focusing on low-level drug offenders. The group is working with the North Carolina Harm Reduction Coalition to explore establishing a LEAD program in Fayetteville
- The North Carolina Law Enforcement Torch Run for Special Olympics proudly acknowledged FPD Officer Victor Starling for his fund raising efforts for Special Olympics. Officer Starling, once again, sold the most T-shirts for this great cause. Officer Starling was presented with a plaque and a backpack for raising the most money during the T-shirt sales campaign

**Nothing Significant to Report:** Transit and Parks & Recreation

## COMMUNITY INVESTMENT PORTFOLIO

### Permitting & Inspections

- **Stats:** 99% of all inspections last week occurred in 1-business day or less from time of request, with 24% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week of Feb. 29-Mar. 4, 2016. These numbers do not include inspections that were requested for future times outside of the 2-business day window or for cancelled inspections. Construction values for the week of Feb. 29-Mar. 4 totaled \$3,973,060.29 with \$903,026.15 in new residential & residential renovations, \$2,903,367 in new commercial and commercial renovations and \$166,667.14 in other permits (swimming pools, fences and other structures i.e. cell towers, retaining walls, etc.) The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 34 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 28 seconds for the week of Feb. 29-March 4. Staff completed 13 commercial plan reviews last week and currently has 35 commercial projects in plan review
- **Staffing:** The department will be welcoming a new building inspector this month
- **Customer Service:** Staff has tested and approved an inspection results lookup tool, which will allow contractors and homeowners to view an up-to-date database concerning all inspection results for issued permits within Fayetteville. This tool will soon be available for public use by accessing the Permitting & Inspections page on the City of Fayetteville website

### Engineering & Infrastructure

- Real Estate staff prepared and mailed 873 letters to property owners for upcoming street resurfacing projects, as well as completed research on three special project maps, two code enforcement properties, one stormwater property and one pipe inventory map
- Construction Management will be managing a project to install sidewalk and fill in gaps along Village Drive from Ireland Drive toward the Cape Fear Valley Medical Center
- The Glen Canyon Culvert replacement project was completed by the contractor this week ahead of schedule and under budget

**Nothing Significant to Report:** Economic & Business Development, Planning & Code Enforcement, Community Development and Human Relations

## ADMINISTRATION PORTFOLIO

**Nothing Significant to Report:** Internal Audit, City Attorney’s Office and Corporate Communications

The City of Fayetteville, North Carolina does not discriminate on the basis of race, sex, color, age, national origin, religion, or disability in its employment opportunities, programs, services or activities.

### **Strategic Performance Analytics**

- The City received a Certification of Appreciation from the 96th Civil Affairs Battalion (Airborne) in recognition of the City's efforts during the Civil Information Management Exercise conducted last week. The intent behind the ongoing partnership between the 96th Civil Affairs and the City is to provide real-world problem-set exercises for the Civil Affairs training program, while engaging and supporting the City's objective of leading the local government sector in data-driven decisions and evidenced-based solutions. Last week's exercise focused on the homelessness problem-set, led by the Strategy and Performance Analytics Office, Community Development, IT and Police Department staff. County and local partners were also involved. Recommendations were based on geospatially analyzing several related data sets. This project is also tied to the City's pilot project for a Quality of Life GIS Mapping tool that compares and merges data sets through use of the existing GIS platform in a manner that will allow for easy visualization of the information down to a neighborhood level within Fayetteville. Future exercises with the 96th Civil Affairs Battalion will facilitate data-driven decisions through engagement with other City departments on a variety of problem-sets
- Rebecca Rogers Carter, SPA Director, and the County's Governmental Affairs & Public Information Officer are working with the Fayetteville-Cumberland Economic Development Corporation (FCEDC) to launch their strategic planning effort. They are in the information gathering stage of the process, providing the Fayetteville City Council members, the Cumberland County Commissioners and the FCEDC Board with an opportunity to complete a survey that will be used in the development of the plan, and working to develop a Business & Community Leader Engagement Session on March 17. The Board's strategic retreat will be in April. The goal is to have the first draft of the Strategic Plan in May and the final approval in June
- SPA staff is coordinating departmental engagement and response to the City Council retreat. The City Council set strategic priorities during a strategic planning retreat, held Feb. 19 and 20. Strategic planning is a roadmap employed by the City to guide the use of resources to realize a shared vision of the future. The plan outlines what City Council hopes to achieve through a long-term and annual goal-setting process and provides steps for reaching those goals. The City of Fayetteville is a data-driven organization and feedback from the Community Café Conversations and most recent residents' survey are large components that helped the City Council choose their priorities. The City will place emphasis on the top six strategic priorities to help shape the FY 2017 recommended budget and FY 2017 Targets for Action. City Council will meet April 18 in a strategic plan follow-up session to the strategic plan, including FY 2017 Targets for Action.

### **Information Technology**

- Cityworks 2015 service pack 1 testing will begin March 7. Cityworks 2015 service pack 1 corrects many issues and adds new features that the City has requested
- Fayetteville Beautiful is now live and available to the citizens! This interactive GIS map allows citizens to adopt multiple sections of a street with a single click
- Phase 1 of the electronic Contract Routing project is complete. Phase 2 will allow department directors to approve contracts \$4,999 and below

### **Budget & Evaluation**

- Staff is continuing to work with departments to finalize FY2017 budget requests and to prepare FY2017 revenue projections
- Departmental budget meetings with the City Manager began on March 3 and will continue through March 16

**Nothing Significant to Report:** HRD, Finance and City Clerk's Office